



NATIONAL LIBRARY OF IRELAND

The National Library of Ireland is an Equal Opportunities Employer

Candidates' Information Booklet

Open competition for the appointment to the position of

Services Attendant, Estates
at the National Library of Ireland
(Full-time, Permanent)

Closing Date: 3:00PM, Friday, 9 February 2024

The National Library of Ireland are committed to a policy of equal opportunity

Contact: HR Unit

NATIONAL LIBRARY OF IRELAND

4 KILDARE STREET,

DUBLIN 2.

Telephone: (353) 1 6030200 - URL: <https://www.nli.ie/about-us/working-national-library-ireland>

Background Information

The National Library of Ireland (NLI) is the library of record for Ireland. Established in 1877, the NLI became an autonomous cultural institution on 3rd May 2005 under the National Cultural Institutions Act, 1997, with a Board and a Director who operates under the Board's overall governance. The Board, made up of a chairperson and 11 ordinary members, reports to the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media. The Library employs some 110 staff who work to deliver five priorities under our 2022-2026 strategy. These priorities - Collect, Protect, Reveal, Engage and Innovate – are described in greater detail in the strategy document which may be seen [here](#).

The NLI shares the story of Ireland with the world through our unique collections. We care for more than twelve million items, including books, manuscripts, newspapers, photographs, prints, maps, drawings, ephemera, music and digital media. The Library's sites in Dublin, including the National Photographic Archive in Temple Bar, are open, free of charge, to all those who wish to consult and explore the collections - through reading rooms which are visitor attractions in their own right, rich and varied exhibitions, and an active public programme.

Further information on the National Library of Ireland may be found on our [website](#).

Overview of Estates

The NLI is located in various premises on Kildare Street which were constructed or acquired for the use of the NLI by the Commissioners of Public Works from the late 19th century onwards. In addition, the National Photographic Archive located at Meeting House Square, Temple Bar, Dublin 2 is part of the NLI. The NLI also has a major exhibition 'Seamus Heaney: Listen Now Again' in the Bank of Ireland Cultural and Heritage Centre on College Green. Library materials are also located in external storage facilities. The Estates team are responsible for looking after NLI premises. They ensure the highest level of safety and security is maintained; they maintain and operate the premises in line with supporting the best experience for Library visitors and staff. They identify and capitalise on opportunities to develop efficiencies and sustainability into the wider onsite operations. The team is led by the Deputy Director and Head of Estates, and is made up of a number of dedicated and specialist Officers, a team of Science & Art Attendants, and Service Attendants.

Overview of the role

Working as part of the NLI's Estates team, and reporting to the Executive Officer for Buildings and Security, the role of the Services Attendant in the National Library of Ireland is to provide excellent support services to ensure an enhanced visitor experience and a safe, clean and well-functioning workplace for staff.

Duties and responsibilities

Duties may include, but are not limited to, the following:

- Cleaning all external areas (incl. external brassware, leaves, litter etc.);
- Maintaining order in onsite Recycling centre, ensuring correct waste is in the correct cages & cages can be moved out easily when waste collection is scheduled;
- Report random/disorganised dumping in the Recycling Centre to Estates EO;
- Emptying bins in external public areas and putting moving large Eurobins for collection;
- Collection of confidential waste bags to bring to shredding service provider truck location;
- Collection of cardboard waste to onsite recycle centre, and managing same for collection by service provider;
- Escort and assist water bottle delivery through complex;
- Set up & re-arrange furniture (tables & chairs) for events;
- Travelling within the local area to collect small supplies as required;
- Laundry for relevant materials on site (e.g., tea towels etc. for staff tea rooms);
- Carpet shampooing and Wet Vac operations;
- Distributing delivery of bulk supplies to local cleaning cupboards & toilets (incl. cleaning products, toilet paper, sanitizer, and menstrual hygiene products to dispensers);
- Distributing delivery of stationery to storage locations (e.g., photocopy paper);
- Delivering material to other NLI locations such as NPA Temple Bar and Seamus Heaney Exhibition at BOI College Green;
- Assisting Estates team in maintaining all internal areas, cleaning & other duties as required;
- Contributing to Health & Safety Committee relating to safety considerations in external areas & report any findings to Estates EO;
- Carrying & using 2-way radios to communicate with the rest of the Estates team.

Essential Requirements

- A minimum of 1 years' relevant experience working in a services context in a similar environment;
- Proven ability to work in a consistent manner to strict quality guidelines;
- Good teamwork and interpersonal skills;
- Drive and commitment to public service values;
- Ability to complete all physical requirements of the job with or without a reasonable adjustment.

Desirable Requirements

- Adaptability in supporting wider activity as appropriate/required;
- Good problem solver;
- Provides practical suggestions to improve work activities.

Appendix 1, at the end of this document, includes some useful indicators of the behaviours that contribute to achieving these requirements and performing the job well.

ELIGIBILITY TO COMPETE AND CERTAIN RESTRICTIONS ON ELIGIBILITY

Eligible Candidates must be:

- a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- c) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- d) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- e) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

Note in respect of UK citizens: The longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria. Further information regarding the Common Travel Area is available [here](#).

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys.

The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013)

The department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement, Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER scheme that persons will not be eligible for re-employment in any Public Service body (as defined by the Financial Emergency Measures in the Public Interests Acts 2009-2011 and the Public Service Pensions (Single Scheme and Other Provisions Act 2012) for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or an employee of a contractor).

Career Breaks

Subject to satisfying the eligibility requirements, the competition is open to staff who are on a Career Break, provided their Career Break conforms to the provisions of the Department of Finance Circular 04/2013, or on secondment arrangements.

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

PRINCIPAL CONDITIONS OF SERVICE

PAY: The pay scales applicable to the position are as follows (rates effective 01 October 2023):

Personal Pension Contribution (PPC)

The PPC pay scale will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution. It will also apply to new permanent employees and fixed term un-established employees.

€498.03 €517.04 €543.00 €551.23 €568.26 €588.25 €605.67 €625.26 €649.37
€669.07* €685.53**

**LSI 1 - Long service increment after 3 years on Max of scale.*

***LSI 2 - Long service increment after 6 years on Max of scale.*

Non-Personal Pension Contribution (Non-PPC)

The Non-PPC (Personal Pension Contribution) salary for the position is as follows and applies where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a Personal Pension Contribution.

€493.45 €494.27 €522.27 €529.92 €542.97 €561.63 €585.95 €596.80 €619.70
€638.46* €660.44**

**LSI 1 - Long service increment after 3 years on Max of scale.*

***LSI 2 - Long service increment after 6 years on Max of scale.*

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Subject to satisfactory performance increments may be payable in line with current Government Policy. (See the Public Service Stability Agreement 2018-2020 paragraph 5.1)

Different terms and conditions may apply if immediately prior to appointment you are a currently serving civil or public servant.

The rate of pay offered will be payable fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until you supply an IBAN and IBIC number to the HR Unit.

Statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due to you in accordance with the Payment of Wages Act 1991. You will be advised in writing of the amount and details of any such overpayment and you will be given at least one week's notice of the deduction to take place, which will be deducted at an amount fair and reasonable having regards to all the circumstances.

Tenure

The appointment is to an established post in the National Library of Ireland on successful completion of a probationary contract for a period of one year from the date of appointment. This does not preclude an extension to the probationary period in appropriate circumstances. During the period of probation, the appointee's performance will be subject to review by the relevant manager(s) to determine whether the appointee:

- (i) has performed in a satisfactory manner
- (ii) has been satisfactory in general conduct
- (iii) is suitable from the point of view of health with particular regard to sick leave.

Outside Employment

The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act 1997 will, where appropriate, apply to this position.

Location

The successful candidate will initially be based at The National Library of Ireland premises in Kildare Street, Dublin 2, but can be based at any of the Library premises in Dublin.

Hours of Attendance

Hours of attendance will be as fixed from time to time but will amount, on average, to not less than 40 hours (35 net hours) per week, normally 8:00am to 4:00pm. Overtime, if applicable, is payable in accordance with public service rules.

Annual Leave

The annual leave allowance will be 22 working days a year, rising to 23 after 5 years, 24 after 10 years, 25 after 12 years, and 26 after 14 years. This allowance is subject to the usual conditions regarding the granting of annual leave, and is on the basis of a five-day week and is exclusive of the usual public holidays.

Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the National Library of Ireland. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the National Library of Ireland, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme").

Key provisions attaching to membership of the Single Scheme are as follows:

a. Pensionable Age

The scheme's minimum pension age will be linked to the State Pension.

b. Retirement Age

Scheme members must retire at the age of 70.

c. Pension Abatement

If the appointee was previously employed in the Civil Service and is in receipt of a pension from the Civil Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012.

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government (Circular letter LG(P) 06/2013) which as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of the reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

- **Department of Education and Skills Early Retirement Scheme for Teachers
Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the persons 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual

reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

Ill-Health-Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

d. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

However, the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.

In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below:

e. Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

f. Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>

Secrecy, Confidentiality and Standards of Behaviour:

Official Secrecy and Integrity

During the term of the contract an appointee will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Acts 1997 and 2003. The appointee will agree not to disclose to third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Character

A candidate for and any person holding the office must be of good character.

Ethics in Public Office Act 1995

The Ethics in Public Office Acts 1995 will apply, where appropriate, to this employment.

Important notice:

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

COMPETITION PROCESS

How to Apply

Applicants should submit a copy of their current Curriculum Vita and a letter of interest explaining their suitability for the role, along with the names and contact details of two referees. These should be submitted by e-mail to careers@nli.ie

Please note that all application documentation should be submitted as a single PDF document.

Applicants will be short-listed on the basis of the information contained in their curriculum vitae and letter of interest. **It is the responsibility of applicants to be available for interview on the allotted time and date.**

The NLI reserves the right to make such enquiries as it considers necessary in relation to an applicant before making an offer of a post to them.

Closing Date

The closing date for receipt of applications is 3:00PM, Friday, 9 February 2024. **This closing date will be strictly adhered to.**

Reasonable Accommodation

If you require any accommodations in relation to any aspect of this competition, please email us at careers@nli.ie before the closing date.

Format of the Competition

The selection methods may include:

- shortlisting of candidates on the basis of the information contained in their application;
- a competitive competency-based interview;
- presentation or other exercises that may be deemed appropriate.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the National Library may decide that a number only will be called to interview. In this respect, the National Library provide for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be most suitable for the position.

An expert board will examine the application forms against a pre-determined criteria based on the requirements for the position and decide if you will be shortlisted, relative to the other candidates applying for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather than there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.

Deeming of candidature to be withdrawn

Candidates who do not, when requested, furnish such evidence as the National Library of Ireland requires in regard to any matter relevant to their candidature will have no further claim to consideration.

Review Procedures in relation to the Selection Process

Requests for a review are dealt with in accordance with the "*Code of Practice: Appointment to Positions in the Civil Service and Public Service*" published by the Commission for Public Service Appointments - the Code can be accessed at www.cpsa.ie.

The National Library of Ireland will consider requests (addressed to the HR Unit) for review as follows:

- informal process to be availed of within 5 working days of the notification of initial decision (Section 7.8 of Code) or within 2 working days of the receipt of a decision in relation to an interim stage (Section 7.9 of Code).
- Formal process: request for review must be made within 10 working days of the notification of the initial decision or if an interim stage the request for review must be received within 4 working days (Section 7.13 of Code).
- The candidate may seek to have outcome of initial review reviewed by decision arbitrator and a request to this effect should be made within 7 working days of the receipt of the outcome of the initial review (Section 7.15 of Code).

Section 8 of the Code deals with the Review/Appeals Procedures in relation to allegations of a breach of the Code of Practice.

Candidate Feedback

In accordance with the principles of the above Code of Practice, the National Library of Ireland is committed to providing clear, specific and meaningful feedback to candidates. In this regard it is the National Library of Ireland's policy to provide written feedback to candidates. This will comprise the candidate marks from the competition, benchmarking the mark relative to the performance of other candidates and a comment from the assessment board in relation to the candidate's overall performance under each of the competency headings.

Access to Information

THREE hardcopies of application material will be generated from the e-mailed application for use by the interview board. On completion of the competition **ONE** copy will be retained by the HR unit and the remaining **TWO** copies will be destroyed. Data Protection Acts 1988 - 2018 will apply.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014, requests will be strictly confidential. The Data Protection Acts, 1988–2018 will apply.

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information;
- canvass any person with or without inducements;
- interfere with or compromise the process in any way.

Specific Candidate Criteria

Candidates must meet the following criteria:

- Have the appropriate knowledge and ability to implement the duties of the relevant position;
- Being suitable for the job on the basis of their character;
- Be suitable in all other ways to be appointed to the relevant post;

And if successful, they will not be appointed unless they do the following:

- Consent to the implementation of the duties related to the job and acceptance of the conditions under which the duties are implemented or under which they may be implemented;
- Be competent and fully available to implement the duties associated with the job, and be able to do so.

Appendix 1

What makes a successful Services Attendant?	
Team work	
<ul style="list-style-type: none">• Shows respect for and builds good working relationships with colleagues and co-workers• Plays a full and constructive part in the team• Is supportive and helpful to colleagues	
Initiative and Problem Solving	
<ul style="list-style-type: none">• Comes up with practical solutions to work problems• Is willing to be flexible within the context of the job profile and finds ways to work around a problem	
Delivery of Results	
<ul style="list-style-type: none">• Approaches and carries out all work in a thorough and organised manner• Completes work on time consistently and to a high standard	
Customer Service & Communication Skills	
<ul style="list-style-type: none">• Listens to customers and is respectful, courteous and professional• Tries to calm down difficult situations when dealing with people who are unhappy/angry• Communicates clearly and fluently	
Drive and Commitment	
<ul style="list-style-type: none">• Takes pride in a job well done, even if work is routine or less pleasant• Is interested in work and doing the job well	
Specialist Knowledge, Expertise and Self Development	
<ul style="list-style-type: none">• Develops and maintains the skills and expertise required to perform in the role effectively• Understands the importance of Health & Safety in the workplace and follows safety guidelines	